

WHAT IS CLAIMED IS:

1. A call service system, which, in response to an inquiry received through telephone, an electronic mail or a home page from a user, gives an answer through telephone or an 5 electronic mail from any one of a plurality of operator terminals,

wherein each of client terminals, used by each of the users, comprises:

a user interface for selecting a type of communication
10 media to be used upon informing the user of the contents of the answer through the operator terminal; and

transmission unit for transmitting the type of communication media selected on the user interface, the contents of the inquiry and information related to the user 15 to a server, and

the server comprises:

queue-managing unit for queue-managing inquiries in which telephone is selected as the type of communication media and inquiries from the users through telephone in a 20 unified manner; and

processing unit for successively processing the respective inquiries managed by the queue-managing unit by using the plurality of operator terminals.

2. The call service system according to claim 1, wherein:
the queue-managing unit manages a first queue including a
waiting matrix for inquiries in which telephone has been
selected as the type of communication media and a second
queue including the inquiries from the users through
telephone, and the processing unit allocates the inquiries
inside the second queue to the respective operator terminals,
and in the case when any inquiry within the second queue
has not been allocated thereto for a predetermined period
of time, each of the operator terminals accepts the inquiries
of the first queue successively.

3. The call service system according to claim 1, wherein:
the queue-managing unit manages the inquiries in which
telephone is selected as the type of communication media
and the inquiries from the users through telephone by using
a single queue, and the processing unit successively
allocates the inquiries inside the queue to the respective
operator terminals based upon a predetermined rule.

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4. The call service system according to claim 1, wherein
the queue managing unit queue-manages a demand for
notification given to the operator terminals so as to
simultaneously notify the plurality of users of information
items, inquiries in which telephone is selected as the type

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of communication media, and inquiries from the users through telephone, in a unified manner.

5. The call service system according to claim 1, wherein
5 the user interface comprises a home page inquiry screen that
is provided with at least an input frame for allowing a
selection among a retrieval of knowledge data base, an
inquiry through an electronic mail and an inquiry through
telephone, an input frame used for inputting information
10 related to the user and an input frame in which the contents
of an inquiry are inputted.

6. A call service method, wherein, in response to an
inquiry received through telephone, an electronic mail or
15 a home page from a user, an answer is given through telephone
or an electronic mail from any one of a plurality of operator
terminals, characterized by comprising the steps of:

selecting a type of communication media to be used
upon informing the user of the contents of the answer through
20 the user interface on the client terminal used by the user
from the operator terminal;

transmitting the type of communication media selected
in the selection step, the contents of the inquiry and
information related to the user to the server;
25 queue-managing the inquiries in which telephone is

selected as the type of communication media that have been transmitted from the transmission step and the inquiries through telephone from the users in a unified manner by the server; and

5 successively processing the inquiries that have been managed by the queue managing step by using the plurality of operator terminals.

7. A recording medium, which is a computer-readable
10 recording medium storing a program for allowing a computer to execute a call service method in which, in response to an inquiry received through telephone, an electronic mail or a home page from a user, an answer is given through telephone or an electronic mail from any one of a plurality of operator
15 terminals, is characterized by storing the program that allows the computer to execute the steps of:

selecting a type of communication media to be used upon informing the user of the contents of the answer through the user interface on the client terminal used by the user
20 from the operator terminal;

transmitting the type of communication media selected in the selection step, the contents of the inquiry and information related to the user to the server;

queue-managing the inquiries in which telephone is
25 selected as the type of communication media that have been

transmitted from the transmission step and the inquiries through telephone from the users in a unified manner by the server; and

successively processing the inquiries that have been
5 managed by the queue managing step by using the plurality of operator terminals.

8. A program, which is a program for allowing a computer to execute a call service method in which, in response to
10 an inquiry received through telephone, an electronic mail or a homepage from a user, an answer is given through telephone or an electronic mail from any one of a plurality of operator terminals, is characterized in that said program allows the computer to execute the sequences of:

15 selecting a type of communication media to be used upon informing the user of the contents of the answer through the user interface on the client terminal used by the user from the operator terminal;

transmitting the type of communication media selected
20 in the selection sequence, the contents of the inquiry and information related to the user to the server;

queue-managing the inquiries in which telephone is selected as the type of communication media that have been transmitted from the transmission sequence and the inquiries
25 through telephone from the users in a unified manner by the

server; and

successively processing the inquiries that have been managed by the queue-managing sequence by using the plurality of operator terminals.

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